



Corporate Policy

Quality at the company

The company's Management, deeming that Quality - understood as the ability to satisfy the Customer's expectations - constitutes the main factor of success, intends to pursue a modern management of the corporate organisation, aiming to the optimal use of resources.

In particular, it considers the following general priority goals to be business values:

- ◆ **always maintaining high levels of stakeholder engagement, especially that of its customers and partners**
- ◆ **making all assessments based on objective proof and in compliance with the applicable standards and regulations**
- ◆ **facilitating its people's participation and sharing process, in particular that of employees and collaborators**

The company puts in place suitable plans and actions for the furtherance of the aforementioned strategic goals.

In order to pursue such goals, the Management undertakes to guarantee that all human resources are aware thereof and contribute towards their furtherance.

The Quality Policy is implemented on a daily basis by all personnel, under the constant attention and supervision of Management.

The Management, taking into account the internal and external factors that are pertinent for its purposes, implements the following strategies that influence the ability to reach the expected results of its quality management system.

- Continuously reviewing the Quality Policy to guarantee that everyone understands its contents;
- Paying maximum attention to the identification and fulfilment of its personnel's needs;
- Guaranteeing constant action for empowering, motivating, and encouraging the professional growth of people;
- Continuously improving the image of a responsible and efficient company;
- Guaranteeing the availability of professional skills that are always suited to the needs of the stakeholders and of the market;
- Continuously improving the quality of the company's management and of the products offered.

Aside from quality, the company recognises the importance of its Social Responsibility. That is why it has set itself the goal of complying with certain topics.

Ethics in business:

- we undertake to perform and carry out our activities in full compliance with ethical standards, guaranteeing integrity, transparency, and conformity with the applicable laws;
- we do not practice bribery and/or corruption;
- we do not tolerate the laundering of dirty money and/or the financing of terrorist activities;
- we undertake to make the characteristics of the products sold fully known in detail;
- we undertake to adopt suitable measures in order to guarantee integrity and safety in the shipment of products.

The rights of human beings:

- we respect the fundamental human rights and the dignity of individuals, in accordance with the Universal Declaration of Human Rights approved by the United Nations;
- we do not have recourse to child labour;
- we undertake not to have recourse to any form of forced labour, on security, bonded labour, or prisoner labour, and not to limit the employees' freedom of movement;
- we undertake to guarantee high hygiene and safety standards in the offices and during the activity;
- we undertake not to impede the free association of workers;
- we undertake not to discriminate in any way based on race, ethnic origin, caste, country of origin, religion, disability, gender, sexual orientation, trade union membership, pregnancy, political affiliation, marital status, physical appearance, age, or other restriction that is not allowed at the workplace, so that all people "suited to work" are afforded equal opportunities without discrimination based on factors that are not related to the ability to perform the duties envisaged;
- we do not have recourse to corporal punishment under any circumstances and to degrading treatments, harassment, abuse, coercion, or intimidation in any shape or form;
- we undertake to comply with the legislation in force on matters pertaining to working hours and remuneration, or, in the absence of such legal requirements, to adopt the standards that prevail in the sector;
- we undertake to support the development of the communities in which we operate, contributing to economic and social well-being.
- In this sense, we undertake to support the ethical standards of the jewellery sector and to support the steps taken by our customers and suppliers in managing the environmental and social issues relating to the production and distribution of gold products.

More in general, the corporate procedures of FIOR SPA guarantee a high level of ethical conduct, including compliance with the local laws wherever the company entertains employment relationships and promoting basic values, such as honesty and integrity.

Protection of the environment:

- we undertake to carry out our activities in an environmentally responsible manner;
- we undertake to manage the environmental impact of our activity, eliminating or minimising the negative effects on the environment;
- we undertake to guarantee environmental efficiency in our activity;
- we undertake to adopt practices that increase biodiversity and reduce negative consequences for biodiversity.

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THE MANAGEMENT